Start Date of Period	09/27/02
End Date of Period	12/31/02
Total Number of Days in Period	96
Total Number of Hours in Period	2304
Total Number of Sundays in Period	14
Total Number of Mondays in Period	14

Component			DI Queue Manger	$Total_{MW}$ (hours)	$Total_O$ - EAI Related Outages (hours)	$Total_O$ - Total (EAI + Other) Outages (hours)	% Availability EAI Related Outages	% Availability Total (EAI + Other) Outages
EAI Bus 1	EAIP1	SU35E14	N/A	84	#NAME?	#NAME?	#NAME?	#NAME?
EAI Bus 2	EAIP2	SU35E3	N/A	84	#NAME?	#NAME?	#NAME?	#NAME?
Source System		**Target System**						
Central Processing System	CPS	COD	EAIP1	28	#NAME?	#NAME?	#NAME?	#NAME?
Common Origination & Disbursement	COD	CPS	EAIP2	84	#NAME?	#NAME?	#NAME?	#NAME?
Common Origination & Disbursement	COD	DLSS	N/A	84	#NAME?	#NAME?	#NAME?	#NAME?
Common Origination & Disbursement	COD	NSLDS	N/A	84	#NAME?	#NAME?	#NAME?	#NAME?
Common Origination & Disbursement	COD	SAIG	EAIP1	84	#NAME?	#NAME?	#NAME?	#NAME?
Direct Loan Servicing System	DLSS	CMDM	EAIP2	84	#NAME?	#NAME?	#NAME?	#NAME?
eCampus Based	eCB	FMS	EAIP2	84	#NAME?	#NAME?	#NAME?	#NAME?
Financial Management System	FMS	FMS	EAIP2	84	#NAME?	#NAME?	#NAME?	#NAME?
Lender Reporting System (LaRS)	LaRS	NSLDS	EAIP1	84	#NAME?	#NAME?	#NAME?	#NAME?
Loan Origination Web (LOWeb)	LOWeb	COD	N/A	252	#NAME?	#NAME?	#NAME?	#NAME?
Mellon Bank File	Mellon	FMS	EAIP1	84	#NAME?	#NAME?	#NAME?	#NAME?
National Student Loan Data System	NSLDS	COD	EAIP1	92	#NAME?	#NAME?	#NAME?	#NAME?
National Student Loan Data System	NSLDS	FPDM	EAIP2	92	#NAME?	#NAME?	#NAME?	#NAME?
National Student Loan Data System	NSLDS	eCB	N/A	92	0.0	0.0	100.0%	100.0%
National Student Loan Data System	NSLDS	Ombudsman	N/A	92	0.0	0.0	100.0%	100.0%
Post-Education Participant System	PEPS	COD	EAIP1	84	#NAME?	#NAME?	#NAME?	#NAME?
Post-Education Participant System	PEPS	eCB	EAIP2	84	#NAME?	#NAME?	#NAME?	#NAME?
Post-Education Participant System	PEPS	FPDM	EAIP2	84	#NAME?	#NAME?	#NAME?	#NAME?
Student Aid Internet Gateway	SAIG	COD	EAIP1	84	#NAME?	#NAME?	#NAME?	#NAME?

EAI Related Outages

Date	Description	Interface Affected	Transactional Data Impact	File Transfer Impact	Length of Outage		
					Hours	Mins	Total hours
9/15/2002	TSYS is not able for transfer files	COD	Degradation of Service - All real-time transactions automatically routed to clustered EAI server (SU35E14).	Service Outage – All bulk file transfers via Data Integrator	4	26	#####
10/14/2002	MQ Manager on LOWeb HPL13 did not start after scheduled reboot	LOWeb		Service Outage – All transactions were queued up until the MQ Series queue manager was started properly.	3	57	#####
11/6/2002	MQ Series was down on EAI server SU35E14.	SU35E14	Degradation of Service. All transactions automatically routed to clustered server (SU35E3).		1	18	#####
11/28/2002	MQSeries on SU35E3 hung	SU35E3	Degradation of Service - All real-time transactions automatically routed to clustered EAI server (SU35E14).	Service Outage - All bulk file transfers via Data Integrator were queued until MQ Series was restarted. Minimal message traffic queued due to holiday.	9	0	#####
12/5/2002	MQ Series Hung on SU35E14	SU35E14	Degradation of Service. All transactions automatically routed to clustered server (SU35E3).	Service Outage – Some bulk file transfers via Data Integrator were queued until MQ Series was restarted. No data in queues	2	0	#####
12/14/2002	MQSeries on SU35E3 hung	SU35E3	Degradation of Service - All real-time transactions automatically routed to clustered EAI server (SU35E14).	Service Outage – Some bulk file transfers via Data Integrator were queued until MQ Series was restarted. No data in queues	1	57	#####

Non EAI Related Outages

Date	Description	Interface Affected	Transactional Data Impact	File Transfer Impact	Length of Outage		
					Hours	Mins	Total hours
11/22/2002	HPV2 Failure and Failed over to HPV1	FMS		Service Outage - Service Guard configuration did not restore the FMS Adapter. The interface was restored once the server was recovered to HPV2. Outage lasted from Friday to Sunday. Minimal message traffic impacted.	55	0	#####
12/20/2002	Disk failure on SU35E14 caused server to panic	SU35E14	Degradation of Service - All real-time transactions automatically routed to clustered EAI server (SU35E14).	Service Outage – Some bulk file transfers via Data Integrator were queued until MQ Series was restarted. No data in queues	10	42	#####